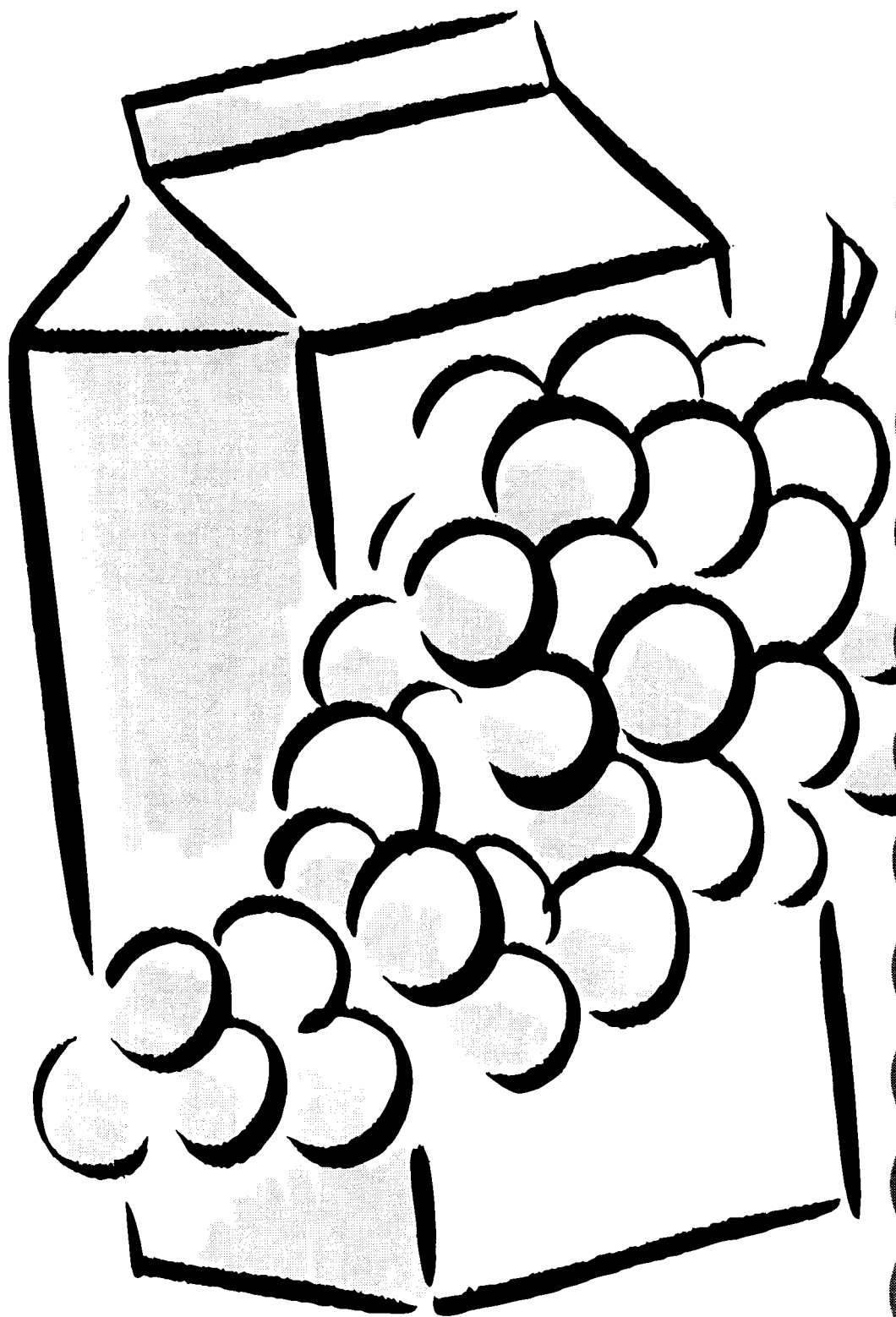


# USE & CARE GUIDE



**KitchenAid®**

## Side by Side Refrigerator

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In the U.S.A. for  
assistance or service,  
call the Consumer  
Assistance Center:

**1-800-422-1230**

In Canada for assistance or  
service, see page 2.

## A NOTE TO YOU

### **Thank you for buying a KITCHENAID\* appliance.**

KITCHENAID designs the best tools for the most important room in your house. To ensure that you enjoy many years of trouble-free operation, we developed this Use and Care Guide. It contains valuable information concerning how to operate and maintain your new appliance properly and safely. Please read it carefully.

Also, please complete and mail the enclosed Product Registration Card.

### **If you need assistance or service**

**First see the "Troubleshooting" section of this book.** After checking "Troubleshooting," additional help can be found by checking the "Requesting Assistance or Service" section, or by calling one of the telephone numbers above.

When calling, you will need to know your appliance's complete model number and serial number. You can find this information on the model and serial number label (see one of the diagrams on page 4 or 5).

Keep this book and the sales slip together in a safe place for future reference. You must provide proof of purchase or installation date for in-warranty service.

**If you need  
assistance,  
help is just  
a phone  
call away.**

### **In the U.S.A.**

For assistance or service

Call the Consumer Assistance Center toll free ..... **1-800-422-1230**

### **Throughout Canada for assistance**

Call the Consumer Assistance Centre toll free ..... **1-800-461-5681**  
**8 a.m. – 6 p.m. (EST)**

### **Throughout Canada for service**

Call toll free ..... **1-800-807-6777**  
**8 a.m. – 6 p.m. (EST)**

# REFRIGERATOR SAFETY

## Your safety is important to us.

This guide contains safety symbols and statements. Please pay special attention to these symbols and follow any instructions given. Here is a brief explanation of the use of the symbol.



This symbol alerts you to hazards such as fire, electrical shock, or other injuries.

**Put safety first -  
take the time  
to read these  
instructions.**

## IMPORTANT SAFETY INSTRUCTIONS

### **⚠ WARNING**

**To reduce the risk of fire, electrical shock, or injury when using your refrigerator, follow these basic precautions:**

- \* Read all instructions before using the refrigerator.
- \* Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous ... even if they will "just sit in the garage a few days." If you are getting rid of your old refrigerator, do it safely. Please read the enclosed safety booklet from the Association of Home Appliance Manufacturers. Help prevent accidents.
- \* Never allow children to operate, play with, or crawl inside the refrigerator.
- \* Never clean refrigerator parts with flammable fluids. The fumes can create a fire hazard or explosion.

**• FOR YOUR SAFETY •**

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE. THE FUMES CAN CREATE A FIRE HAZARD OR EXPLOSION.**

**– SAVE THESE INSTRUCTIONS –**

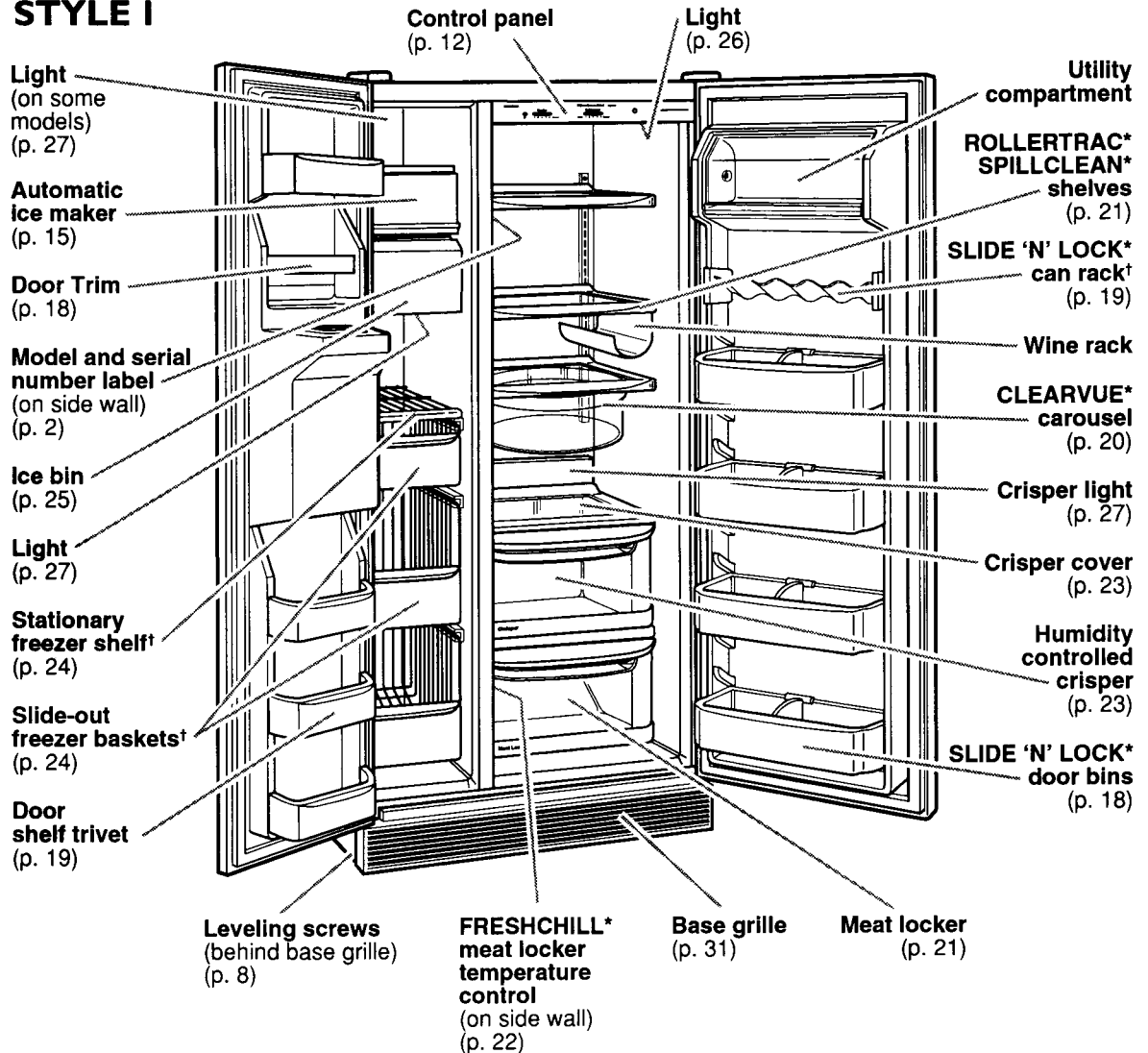
# PARTS AND FEATURES

This section contains illustrations of your refrigerator. Use them to become familiar with the location of all the parts and features. Page references are included for your convenience.

**NOTE:** This manual covers several different models. The model you have purchased may have all or some of the parts and features shown here, and they may not match the illustration exactly.

Your **KITCHENAID\*** refrigerator has many built-in conveniences that have been designed with you in mind.

## STYLE I



† Number varies with model

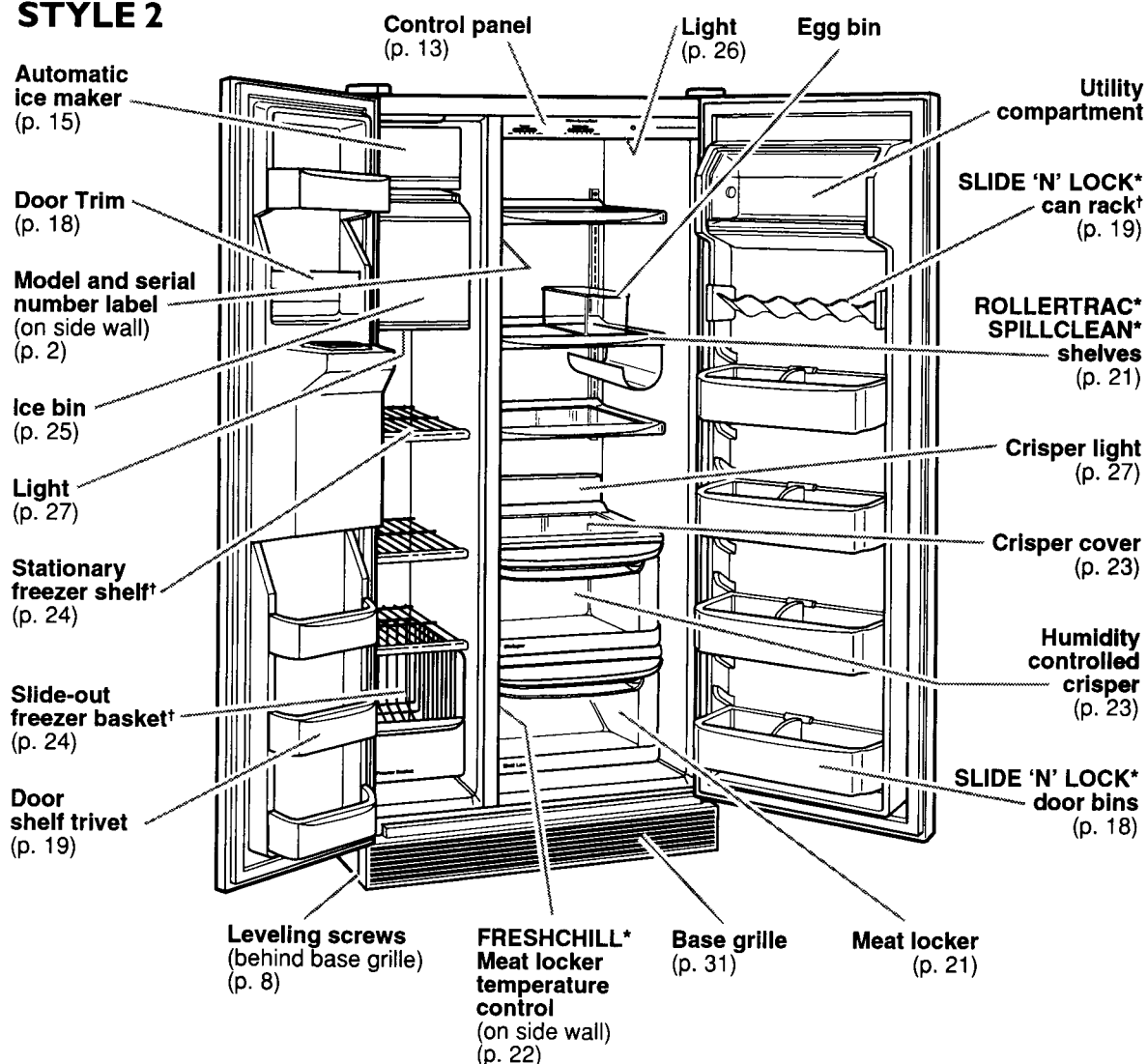
## EXTENDFRESH\* Control Panel



# PARTS AND FEATURES

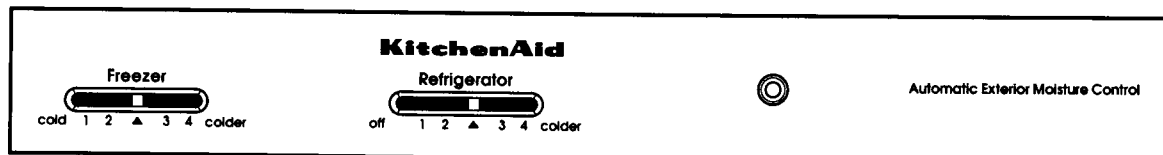
**NOTE:** Your model may not have all of the parts and features shown here.

## STYLE 2



† Number varies with model

## Standard Control Panel



# INSTALLING YOUR REFRIGERATOR

It is important to prepare your refrigerator for use. This section tells you how to clean it, connect it to a power source, install it, and level it.

## Unpacking your refrigerator

### Removing packaging materials

Remove tape and any labels from your refrigerator before using (except permanent instruction labels and the model and serial number label).

To remove any remaining tape or glue, rub the area briskly with your thumb. Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners. These products can damage the surface of your refrigerator. For more information, see "Important Safety Instructions" on page 3.

### Cleaning before use

After you remove all of the packaging materials, clean your refrigerator before using it if needed. See the cleaning instructions on page 30 for more information.

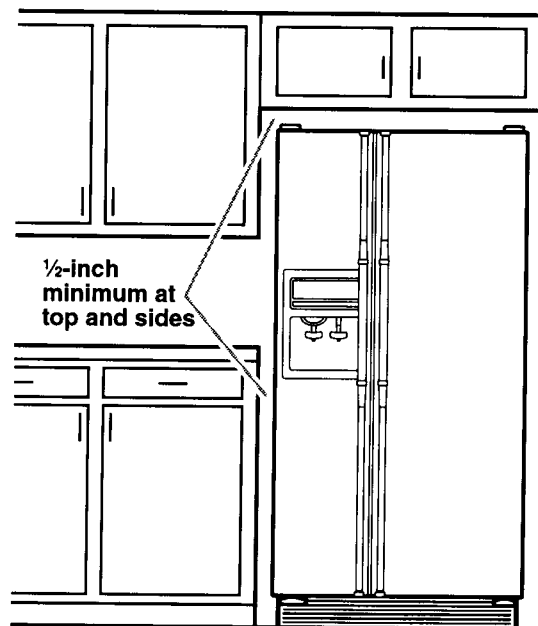


## Space requirements

**Where you install your refrigerator can effect its performance, so choose a place with adequate space for ventilation.**

To ensure proper ventilation for your refrigerator, allow for a ½-inch (1.25 cm) space on each side and at the top. For models that have ice and water dispensers, make sure you leave some extra space at the back to allow for the water line connections.

**NOTE:** Do not install the refrigerator near an oven, radiator, or other heat source, nor in a location where the temperature will fall below 55°F (13°C).



# INSTALLING YOUR REFRIGERATOR

## Electrical requirements

### **⚠ WARNING**



#### **Fire Hazard**

**Do not use an extension cord.**  
**Doing so can result in death, fire, or electrical shock.**

### **⚠ WARNING**



#### **Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**  
**Do not remove ground prong.**  
**Do not use an adapter.**  
**Failure to follow these instructions can result in death or electrical shock.**

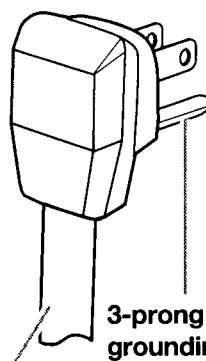
Before you move your refrigerator into its final location, it is important to make sure you have the proper electrical connection.

#### **Recommended Grounding Method**

A 115 Volt, 60 Hz., AC only 15 or 20 ampere fused, grounded electrical supply is required. Time-delay fuse or circuit breaker is recommended. It is recommended that a separate circuit serving only your refrigerator be provided. Use an outlet that cannot be turned off by a switch. Do not use an extension cord. Refer to the Electrical Requirements and Grounding Instructions Sheet in your Literature Package for more details.

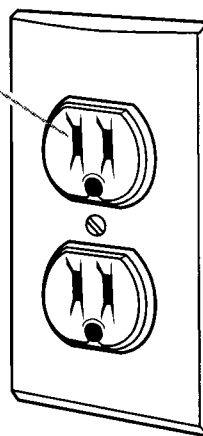
**IMPORTANT:** Before performing any type of installation, cleaning, or removing a light bulb, turn the Refrigerator Control to OFF and then disconnect the refrigerator from the electrical source. When you are finished connect the refrigerator to the electrical source and reset the Refrigerator Control to the desired setting.

**3-prong grounding type wall receptacle**



**3-prong grounding plug**

**Refrigerator power cord**



# INSTALLING YOUR REFRIGERATOR

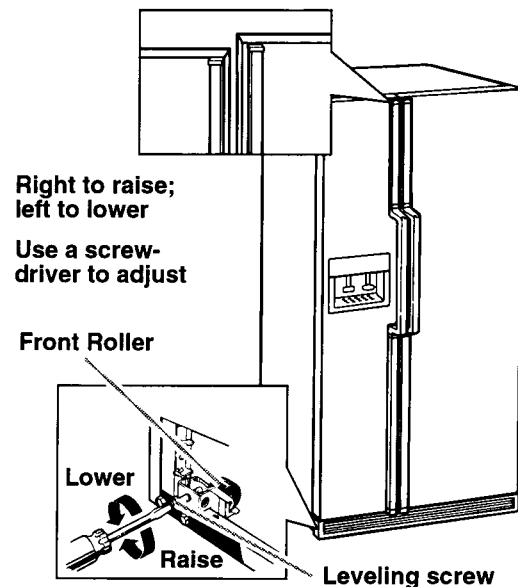
## Leveling and door alignment

If the refrigerator is not leveled during installation, the doors may be misaligned and not close or seal properly, causing cooling, frost, or moisture problems. It is **very important** for the refrigerator to be level in order to function properly.

Move the refrigerator into its final position. Use a level on top of the refrigerator to check that it is level from side-to-side and front-to-back. If the refrigerator is not level or the doors are uneven, level the refrigerator using the instructions below.

1. Roll out the refrigerator and use a level to check the floor at the back from side-to-side. Use shims as needed to bring the floor near the wall to level if it is uneven. Roll the refrigerator back into place with the rear rollers on top of any shim(s) used so that the rear of the refrigerator is level.
2. With the rear already level and the refrigerator in place, use the front leveling screws to level the refrigerator from side-to-side and front-to-back. Open the refrigerator door and remove the base grille to find the two leveling screws. They are part of the Front Roller assemblies which are found at the base of the refrigerator on either side.
3. To level your refrigerator, you may either turn the screw clockwise to raise the lower door or turn the screw counterclockwise to lower the higher door. Place a level on top of the refrigerator to check adjustments. Use a screw driver to adjust the leveling screw. (See diagram.)  
**NOTE:** Having someone push against the top of the refrigerator takes some weight off the leveling screws and rollers. This makes it easier to adjust the screws.
4. Open and close doors after each adjustment. Make sure the doors are even. If not, repeat steps 3 and 4.
5. Reinstall the base grille.

**NOTE:** The leveling screw on the freezer side raises or lowers the freezer door. The leveling screw on the refrigerator side raises or lowers the refrigerator door.



# INSTALLING YOUR REFRIGERATOR

## Attaching the ice maker to a water supply

Read all directions carefully before you begin.

### ! WARNING



#### Electrical Shock Hazard

Unplug the refrigerator before installing ice maker.

Failure to do so can result in death or electrical shock.

### Installation requirements:

- All installations must be in accordance with local plumbing code requirements.
- Use copper tubing only and check for leaks.
- Install ice maker tubing in areas where temperatures are above freezing.
- If operating the refrigerator before installing the water connection, turn ice maker to the OFF position to prevent operation without water (see page 15).
- It may take up to 24 hours for your ice maker to begin producing ice.

### Tools required:

- Standard screwdriver
- $\frac{7}{16}$ -inch and  $\frac{1}{2}$ -inch open-end wrenches or two adjustable wrenches
- $\frac{1}{4}$ -inch nut driver
- $\frac{1}{4}$ -inch drill bit
- Hand drill or electric drill (properly grounded)

### VALVE SELECTION:

Your appliance dealer has a kit available with a  $\frac{1}{4}$ -inch saddle type shut-off valve, a union, and copper tubing. Before purchasing, make sure a saddle type valve complies with your local plumbing codes.

**Do not use a piercing type or  $\frac{3}{16}$ -inch saddle valve which reduces water flow and clogs more easily.**

### Cold water supply

The ice maker water valve contains a flow washer which is used as a water pressure regulator. The ice maker needs to be connected to a cold water line with water pressure limitations of 20-120 psi. If a problem occurs, call your utility company or a licensed plumber.

**INSTALLATION IS NOT WARRANTED  
BY REFRIGERATOR OR ICE MAKER  
MANUFACTURER.**

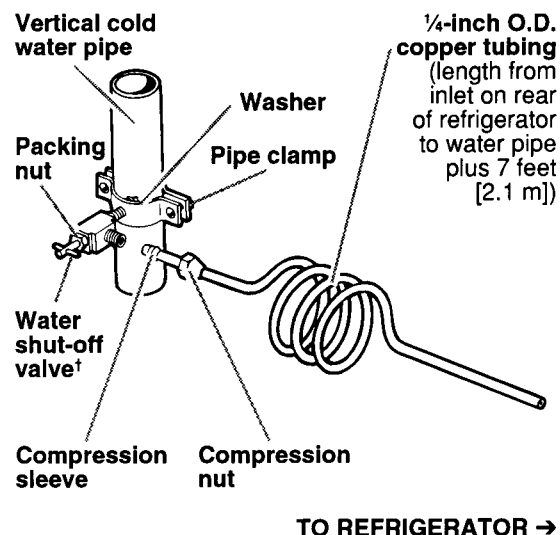
Follow these instructions for do-it-yourself ice maker installation.

# INSTALLING YOUR REFRIGERATOR

## Attaching the ice maker to a water supply (cont.)

### Connecting to water line

1. Find a ½-inch to 1¼-inch vertical COLD water pipe near the refrigerator.  
NOTE: Horizontal pipe will work, but the following precaution must be taken: Drill on the top side of the pipe, not the bottom. This will help keep water away from the drill. This also keeps normal sediment from collecting in the valve.
2. Measure from connection on rear of refrigerator to water pipe. Add 7 feet (2.1 m) to allow for moving refrigerator for cleaning. This is the length of ¼-inch O.D. (outside diameter) copper tubing you will need for the job (length from connection to water pipe PLUS 7 feet [2.1 m]). Be sure both ends of copper tubing are cut square.
3. Turn OFF main water supply. Turn ON nearest faucet long enough to clear line of water.
4. Using a grounded drill, drill a ¼-inch hole on the cold water pipe you have selected.
5. Fasten shut-off valve to cold water pipe with pipe clamp. Be sure outlet end is solidly in the ¼-inch drilled hole in the water pipe and that washer is under the pipe clamp. Tighten packing nut. Tighten the pipe clamp screws carefully and evenly so washer makes a watertight seal. Do not overtighten or you may crush the copper tubing, especially if soft (coiled) copper tubing is used. Now you are ready to connect the copper tubing.
6. Slip compression sleeve and compression nut on copper tubing as shown in diagram. Insert end of tubing into outlet end squarely as far as it will go. Screw compression nut onto outlet end with adjustable wrench. Do not overtighten. Turn ON main water supply and flush out tubing until water is clear. Turn OFF shut-off valve on the water pipe. Coil copper tubing.



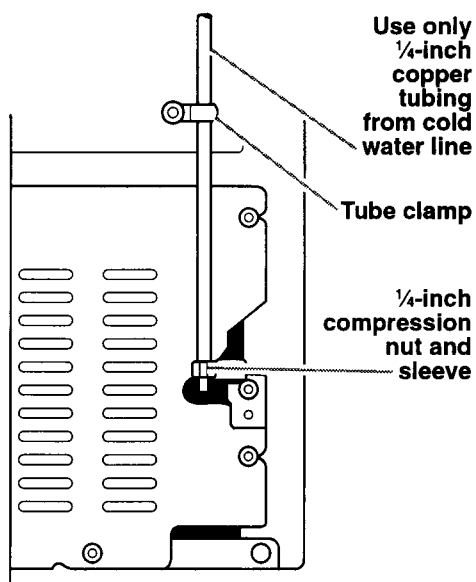
† Controls water supply

# INSTALLING YOUR REFRIGERATOR

## Attaching the ice maker to a water supply (cont.)

### Connecting to refrigerator

1. Disconnect the tube clamp on the back of the product and insert copper tubing through the clamp as shown at the right. Attach the copper tube to the valve inlet using a compression nut and sleeve as shown. Tighten the compression nut. Do not overtighten. Reattach the tube clamp and tube to the back of the cabinet. Move to step 2.
2. **Turn shut-off valve ON. CHECK FOR LEAKS. TIGHTEN ANY CONNECTIONS (INCLUDING CONNECTIONS AT THE VALVE) OR NUTS THAT LEAK.**
3. The ice maker is equipped with a built-in water screen. However, for long lasting operation, it is recommended that a filter be installed between the shut-off valve and the refrigerator (part number 4378411).
4. After complete installation, connect the refrigerator to the electrical supply and push it back into place.
5. Check to make sure the refrigerator is level. (See "Leveling and door alignment" on page 8.)



# USING YOUR REFRIGERATOR

To obtain the best possible results from your refrigerator, it is important that you operate it properly. This section tells you how to set the controls, remove and adjust the features in your refrigerator, and how to save energy.

## Setting the controls

**Make sure you check both the Refrigerator and Freezer Controls for optimum performance.**

When you first install your refrigerator, set the Refrigerator and Freezer Controls at the mid-setting(s). Give your refrigerator time to cool down completely before adding food. It is best to wait 24 hours before adding food.

**IMPORTANT:** If you add food before the refrigerator has cooled completely, your food may spoil. Turning the Refrigerator and Freezer controls to a higher than recommended setting will not cool the compartments any faster.

### How the controls work

There are two controls in your refrigerator compartment. Knowing how each one works will help you set the controls properly for your own household conditions.

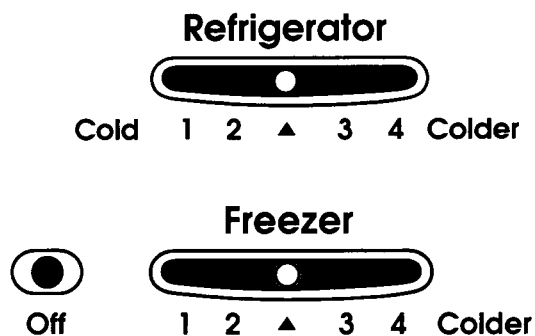
### Using the EXTENDFRESH<sup>\*</sup> control panel (Superba<sup>\*</sup> models)

The EXTENDFRESH Temperature Management System controls the temperature in both the refrigerator and freezer compartments independently. The system uses a "SmartFan" to transfer cold air immediately from the freezer to the refrigerator for faster response to temperature changes without the need for the compressor to turn on. This system helps extend the freshness of the food in your refrigerator by responding to temperature changes as small as 1.5°F. Your refrigerator will also maintain consistent temperatures regardless of external temperature changes.

**To change the Refrigerator or Freezer Control,** move the control one step at a time to the left for warmer temperatures or to the right for cooler temperatures.

### Turning the refrigerator off:

You can turn the refrigerator off by sliding the Freezer Control to the OFF setting. Doing this will stop all cooling in both compartments, but **will not** disconnect the refrigerator from the electrical supply.



# USING YOUR REFRIGERATOR

## Setting the controls (cont.)

### Using the standard control panel (Prestige\* models)

The Refrigerator Control functions as the thermostat for the entire product (fresh food and freezer sections). The higher the number setting, the longer the compressor will run to keep the temperature lower. The Freezer Control functions as an airflow director. Setting "1" will direct more of the cold air into the fresh food section, while setting "4" will direct more of the cold air into the freezer section. The cold air travels from the freezer section through the top vent into your fresh food section.

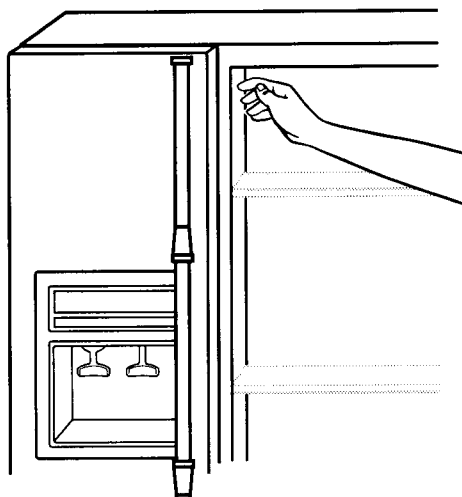
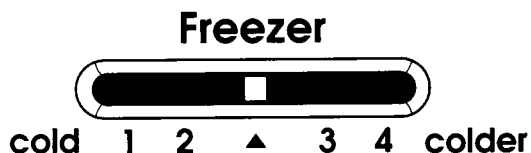
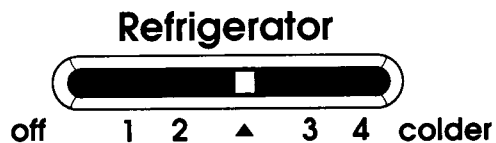
#### Turning the refrigerator off:

You can turn the refrigerator off by sliding the Refrigerator Control to the OFF setting. Doing this will stop all cooling in both compartments, but **will not** disconnect the refrigerator from the electrical supply.

#### Checking airflow

To measure the amount of cold air being directed from the freezer compartment into the fresh food section, hold your hand in front of the top vent. You can adjust the Freezer Control to feel the different amounts of airflow. (Also refer to the diagram on page 14 for "Ensuring proper air circulation.")

**For further information on temperatures inside your refrigerator, refer to the Troubleshooting Guide on pages 38-46.**



# USING YOUR REFRIGERATOR

**Continuous air flow is the key to maintaining steady temperatures in your refrigerator.**

## Ensuring proper air circulation

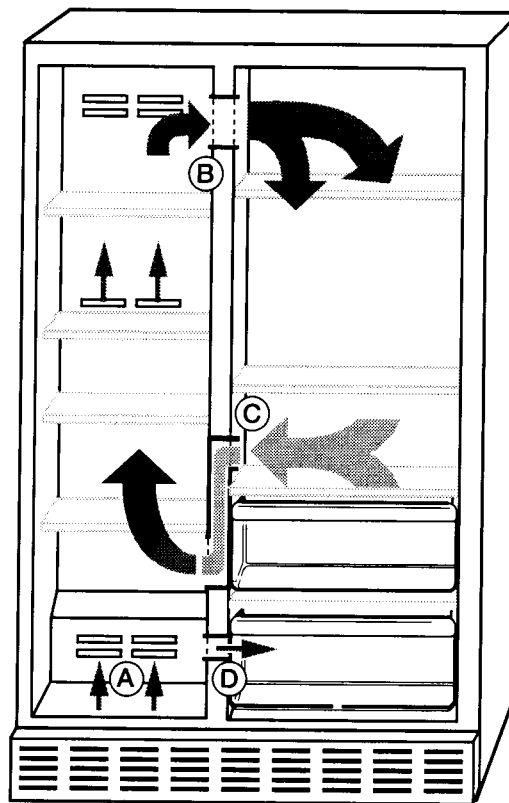
In order to ensure proper temperatures, you need to permit air flow between the two sections. As shown in the illustration, cold air enters the bottom of the freezer section (A) and moves up. It then enters the fresh food section through the **top vent** (B). Air returns to the freezer through the vent at (C).

**Do not block any of these vents** with food such as soda, cereal, bread, etc. If the vents are blocked, air flow will be prevented and the temperature controls will not function properly.

To adjust the air control vent D, see "Adjusting the FRESHCHILL\* Meat Locker Temperature Control" on page 22.

**IMPORTANT:** Because air circulates between both sections, any odors formed in one section will transfer to the other. You must thoroughly clean both sections to eliminate odors. To prevent odor transfer from food, wrap or cover foods tightly.

**For further information on temperatures inside your refrigerator, refer to the Troubleshooting Guide on pages 38-46.**



# USING YOUR REFRIGERATOR

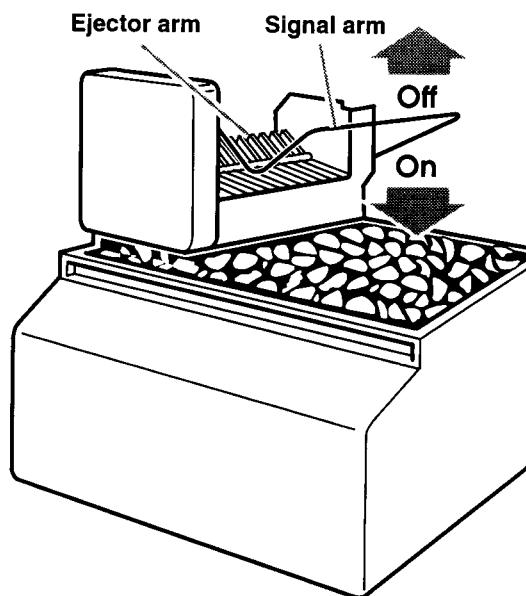
## Using the automatic ice maker

Read the information below to learn how to operate your ice maker. Before you turn the ice maker on, be sure that it is attached to a water supply. Instructions for the ice maker water supply hookup are on pages 9-11 of this manual.

- The ON/OFF lever is a wire signal arm. Push the arm down to start making ice automatically, and push it up to shut off the ice maker.
- It is normal for the ice to be attached at the corners. It will break apart easily.
- The ice maker will not operate until the freezer is cold enough to make ice. This can take as long as 24 hours.

### REMEMBER:

- The quality of your ice will be only as good as the quality of the water supply that the ice maker is hooked up to.
- Avoid connecting the ice maker to a softened water supply. Water softener chemicals (such as salt) can damage the ice maker mold and lead to poor quality ice. If a softened water supply cannot be avoided, make sure the water softener is operating properly and is well maintained.



The automatic ice maker will add to your overall enjoyment of your new KITCHENAID® refrigerator.

# USING YOUR REFRIGERATOR

## Using the water and ice dispensers

### ⚠ WARNING



#### Cut Hazard

Use a sturdy glass when dispensing ice or water.

Failure to do so can result in cuts.

Your  
**KITCHENAID®**  
refrigerator  
can provide  
you with cubed  
or crushed ice  
with the flip  
of a switch.

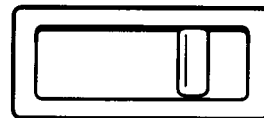
### The ice dispenser

The ice dispenses from the ice maker storage bin located in the freezer. When you press the dispenser bar, a trapdoor opens in a chute between the dispenser and the ice bin. The ice moves from the bin and falls through the chute. When you release the dispenser bar, a buzzing sound may be heard for a few seconds as the trapdoor closes.

For crushed ice, cubes are crushed before being dispensed. This may cause a slight delay when dispensing crushed ice. Noise from the ice crusher is normal, and pieces of ice may vary in size.

When changing from CRUSHED to CUBED, a few ounces of crushed ice will be dispensed along with the first cubes.

Cubed • Crushed



Cubed • Crushed



# USING YOUR REFRIGERATOR

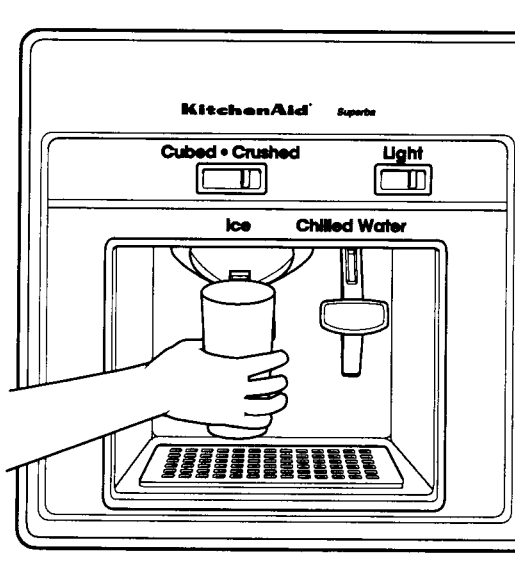
## Using the water and ice dispensers (cont.)

### The ice dispenser (cont.)

#### To dispense ice:

- Select CUBED or CRUSHED (if available) by moving the Ice Selector Switch to the desired setting.
- Press a sturdy glass against the ice dispenser bar. Be sure to hold the glass close to the dispenser opening so ice does not fall outside of the glass.
- Remove the glass to stop dispensing.
- If you need a large amount of ice, take it directly from the ice bin in the freezer. Do not use the dispenser. (See "The dispenser arm has been held in too long" on page 42.)

**NOTES:** The dispenser will not operate when the freezer door is open. The first few batches of ice have an off-flavor due to the new plumbing and parts. Throw this ice away.



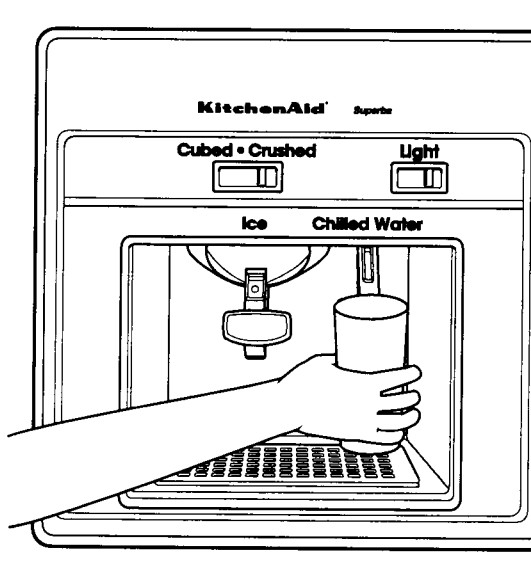
### The water dispenser

The water for the dispenser comes from a tank behind the meat drawer. It holds approximately 1½ quarts (1.5 L).

To start the water dispenser when the refrigerator is first hooked up, press the water dispenser bar with a glass or jar until you draw and discard two or three quarts (2.9 to 3.8 L). It will take three to four minutes for water to begin dispensing. This first water that you draw and discard will fill the tank and pipes. Allow several hours to cool a new tankful. Dispense enough water every week to maintain a fresh water supply in the tank.

**To dispense water,** press a **sturdy** glass against the water dispenser bar. Remove the glass to stop dispensing.

**NOTE:** The small tray beneath the dispenser is designed to evaporate **small** drips. **Do not** pour water into the tray because there is no drain in it.



The chilled water dispenser provides easy access to a steady flow of fresh water on demand.

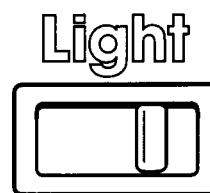
# USING YOUR REFRIGERATOR

Turn on your night light for illuminated dispensing at night.

## Using the cold water and ice dispensers (cont.)

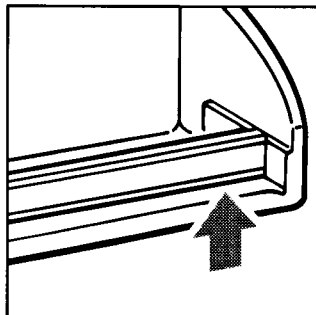
### The dispenser light

**To turn on the night light**, slide dispenser LIGHT switch to the left. See page 28 for directions on changing the dispenser light bulb.

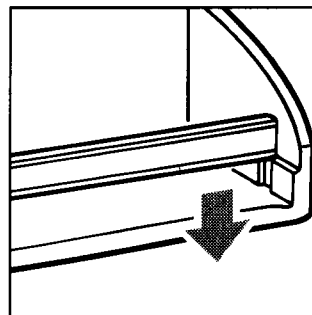


## Removing the door trim (dispenser area) (on some models)

The trim above the dispenser area may be easily removed for convenient cleaning. **To remove the trim piece**, first remove all items from the shelf. Then simply pull straight up on each end of the trim piece.

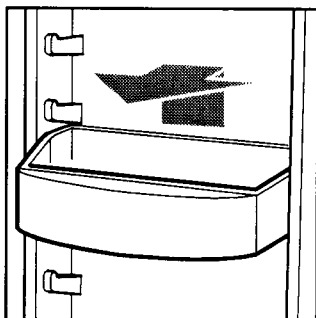


**To replace the trim**, line up each end of the trim above the trim pocket opening in the door liner wall. Then push the trim straight down on both sides until it stops.



## Adjusting the SLIDE 'N' LOCK\* door bins

The door bins are removable for easy cleaning and adjusting. **To remove the bin**, simply lift the bin up and pull straight out. **To replace the bin**, slide it in above the desired support button and push down until it stops.

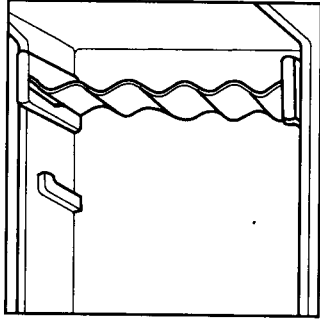


Easily removed door trim and bins allow you to customize door storage areas to meet your individual needs.

# USING YOUR REFRIGERATOR

## Removing the SLIDE 'N' LOCK\* can rack

The can rack can hold 5 beverage cans in



a convenient place, leaving more shelf space for larger items.

**To remove the rack,** simply lift the rack up and pull it straight out. **To replace the rack,** position the back of the

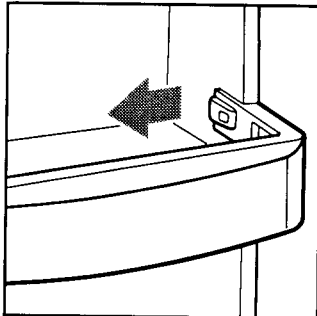
rack above the desired guide and push it back until it stops.

Beverage cans are easily stored in the refrigerator door.

## Removing the snap-on door trivet

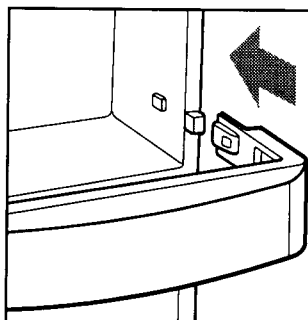
(on some models)

The door trivets may be removed for easier cleaning. **To remove the trivet,** first



remove all items from the shelf. Then push in slightly and pull out on each side of the inside tab and lift the trivet straight out.

**To replace the trivet,** line up the ends of the



trivet with the buttons on the sides of the door liner. Push the trivet straight back until it snaps into place.

# USING YOUR REFRIGERATOR

Use the Carousel drawer to keep prepared dishes cold and fresh until they are served.

## Using the CLEARVUE\* Carousel

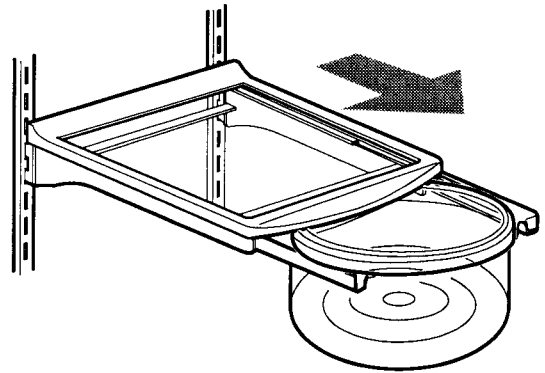
The CLEARVUE Carousel is a rotating circular drawer mounted to the underside of a SPILLCLEAN\* shelf. The clear design allows you to see all the items in the drawer without opening it when you spin it 360°.

**NOTE:** The CLEARVUE Carousel drawer can be lifted out of the carriage frame and used as an attractive serving dish. The dishwasher safe drawer also makes for easy cleanup.

**To roll the carousel out and in,** simply pull or push gently on the front of the carousel.

**To remove the carousel,** roll the carousel out to the stop and lift the front of the carriage frame. Then pull the carousel the rest of the way out and lift it out of the frame.

**To replace the carousel,** place the carousel back into the carriage frame and position the rear rollers into the SPILLCLEAN shelf tracks. Then push the carriage back over the stop and into the home position.



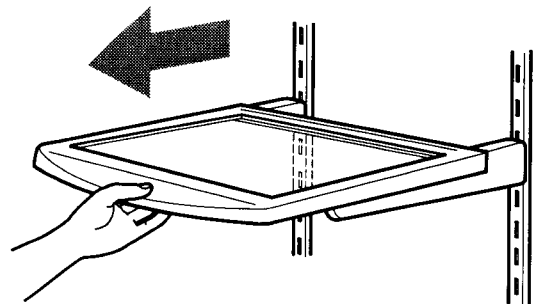
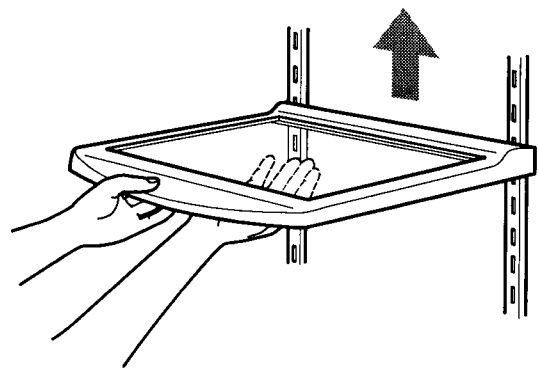
## Adjusting the SPILLCLEAN refrigerator shelves

SPILLCLEAN shelves can be easily adjusted to meet individual storage needs.

The shelves in your refrigerator are adjustable to match the way you use them. Glass shelves are strong enough to hold bottles, milk, and other heavy food items.

**To remove a shelf,** first remove all items from the shelf. Then tilt up the front of the shelf and lift it at the back. Pull the shelf straight out.

**To replace a shelf,** guide the rear shelf hooks into the slots of the shelf supports on the back liner of the refrigerator. Tilt the front of the shelf up until the rear hooks drop into the slots and then lower the front of the shelf into position.



# USING YOUR REFRIGERATOR

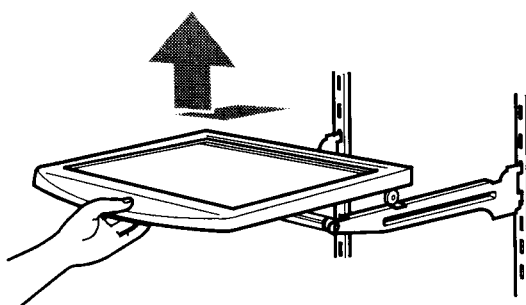
## Adjusting the SPILLCLEAN\* refrigerator shelves (cont.)

Your refrigerator may also have ROLLERTRAC\* SPILLCLEAN cantilever shelves. These shelves can roll out for easier access to foods stored on the rear of the shelf. You can also easily remove the shelves from the frame for convenient cleaning.

**To remove the shelf from the metal frame,** pull the shelf out to the stop, lift up the front and pull the shelf out a little further. Then lift the shelf up so that the roller moves through the slot in the frame. Simply replace the shelf in the reverse order.

**To remove the metal frame,** tilt the frame up at the front while lifting the back and pull straight out.

**To replace the metal frame,** guide the rear hooks into the shelf supports and tilt up until the hooks drop into the slots. Lower the front of the frame to a level position and make sure that the frame is stable and that the hooks have been properly inserted.



## Removing the meat locker and cover

### **To remove the meat locker:**

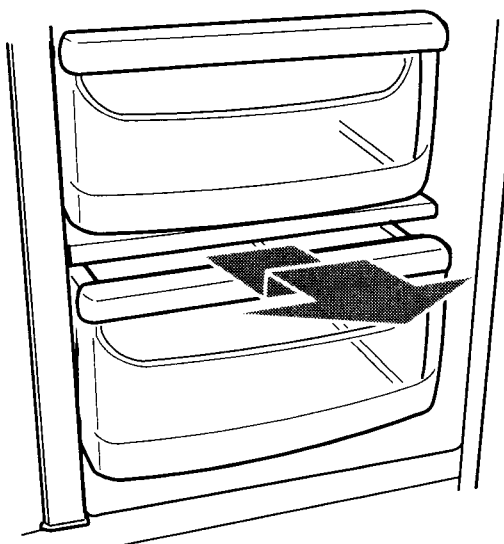
- Slide the meat locker straight out to the stop.
- Lift the front slightly and slide it out the rest of the way.
- Replace in the reverse order.

### **To remove the cover:**

- Remove the meat locker and the crisper.
- Lift the front of the cover off of the supports and remove it by pulling up and out.

### **To replace the cover:**

- Fit the back of the cover into the notch supports on the walls of the refrigerator and lower it into place.
- Replace the meat locker and crisper.



# USING YOUR REFRIGERATOR

Chilled air entering the Meat Locker keeps meats at the optimum temperature.

## Adjusting the FRESHCHILL\* Meat Locker Temperature Control

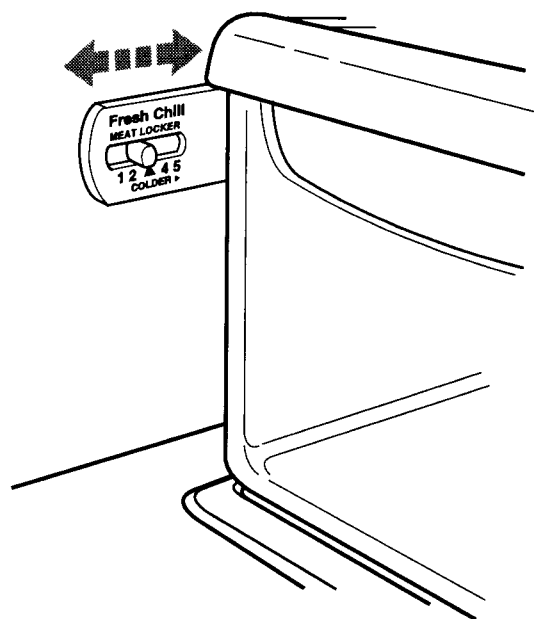
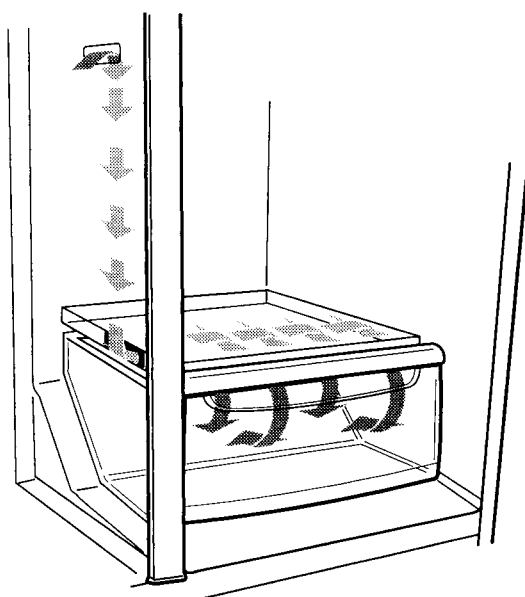
The FRESHCHILL Temperature Control gently fills the meat locker with cool air, chilling the meats evenly. Unlike most chilled meat locker systems, the FRESHCHILL Temperature Control cools the air inside the pan instead of chilling only the pan itself (which doesn't cool the air inside the pan evenly). Chilling the air inside the pan provides more even cooling and reduces "spot" freezing. The FRESHCHILL Temperature Control can be set to keep meats between 28°F and 32°F (recommended storage temperatures from the National Livestock and Meat Board) which is just above their freezing temperature.

**IMPORTANT:** To extend freshness even more, remember to wrap meats in airtight, moisture-proof materials before storing as recommended by the National Livestock and Meat Board. See "Storing fresh food" on page 34 for more information.

### Adjusting the control

The FRESHCHILL Control comes preset for you at "1" setting. Move it to the mid-setting or "colder" as desired. **To change a control setting**, move the control to a higher or lower number.

**IMPORTANT:** If meats start to freeze, move the control to a lower number. Remember to wait 24 hours between adjustments. Doing so gives the temperature of the food time to change.



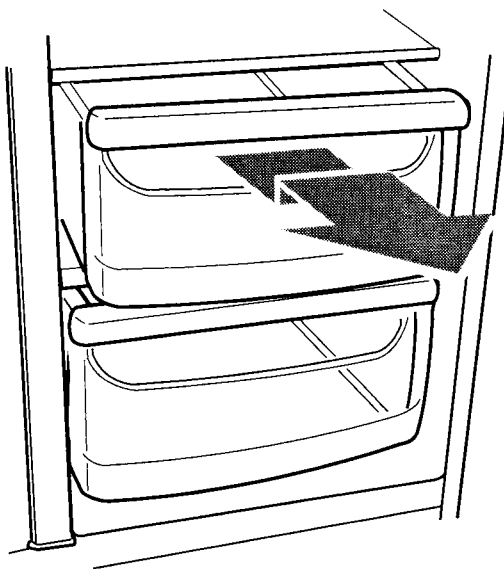
# USING YOUR REFRIGERATOR

## Removing the crisper and crisper cover

The crisper and its cover are designed for easy removal and cleaning.

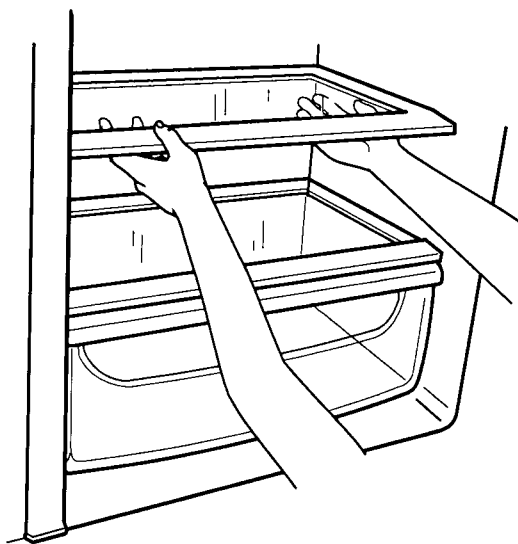
**To remove the crisper**, slide it straight out to the stop and lift the front. Then slide it out the rest of the way.

**Replace the crisper** in the reverse order.



**To remove the cover**, hold it firmly with both hands, lift the front out of the supports and pull it up and out.

**To replace the cover**, fit the back of the cover into the notch supports on the walls of the refrigerator and lower the front into place.

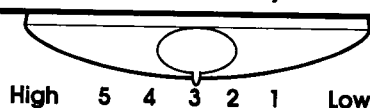


## Adjusting the crisper humidity control

You can control the amount of humidity in the moisture sealed crispers. Adjust the control to any setting between LOW and HIGH.

- **LOW** (open) lets moist air out of the crisper for best storage of fruits and vegetables with skins.
- **HIGH** (closed) keeps moist air in the crisper for best storage of fresh, leafy vegetables.

### *FreshSeal* Humidity Control



The humidity controlled crisper maintains fresh fruits and vegetables at their optimum temperature.

# USING YOUR REFRIGERATOR

## Removing the freezer basket

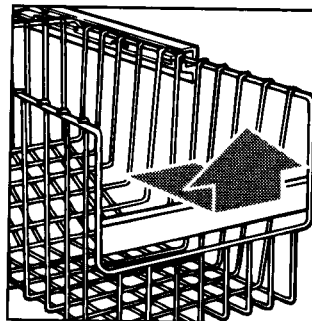
(number varies with model)

The freezer basket can be used to store bags of frozen fruits and vegetables that can slide off freezer shelves.

**For easy removal** of the freezer basket, slide it out to the stop, lift the front, and slide it out the rest of the way.

**To replace the basket**, position it on the

slides, making sure that the wire stops clear of the front of the slides, and slide it in all the way.



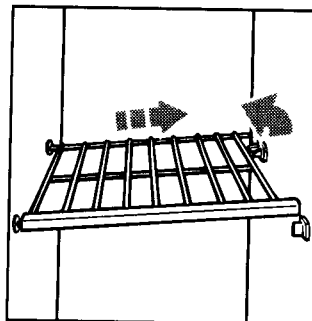
## Removing the freezer shelf

(number varies with model)

The freezer shelf is removable for easy cleaning, or to create more open space in the freezer compartment for storage of large or bulk items.

**To remove the shelf**, lift the shelf off of

the supports and slide it out of the shelf support holes. **Replace** it in the reverse order.



Easily adjusted freezer shelves allow you to accommodate a variety of different sized frozen foods.

# USING YOUR REFRIGERATOR

## Removing the ice maker storage bin

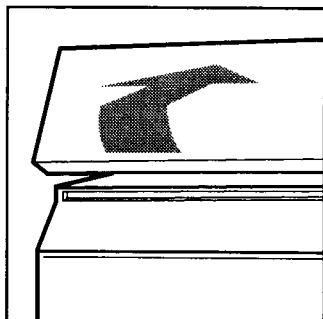
There are several reasons why you may need to remove, empty, and clean the ice maker storage bin.

- The ice dispenser has not, or will not, be used for a week or more.
- A power failure causes the ice in the bin to melt and freeze together.
- The ice dispenser is not used regularly.
- Ice tastes off-flavored. (See "Troubleshooting guide" on page 43.)

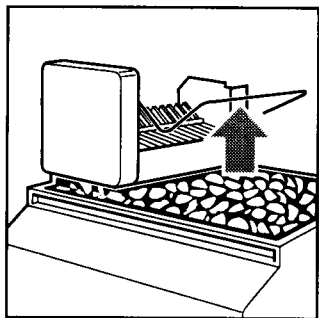
If any of these conditions apply to you, follow the instructions on removing the ice bin.

### To remove the ice bin:

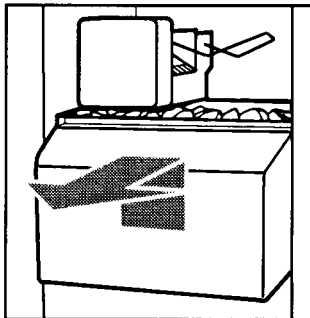
1. Pull the covering panel out from the bottom and then slide it back toward the rear.



2. Lift the signal arm so it clicks into the OFF (up) position. Ice can still be dispensed, but no more can be made.



3. Lift up the front of the storage bin and pull it out.



4. Empty the ice bin. Use warm water to melt the ice if necessary. **Never use anything sharp** to break up the ice in the bin. This can cause damage to the bin and the dispenser mechanism.
5. Wash with a mild detergent and rinse well. Do not use harsh or abrasive cleaners or solvents.

**When you replace the bin,** make sure it is pushed in all the way or the dispenser will not work. Then push the signal arm down to the ON position to restart ice production. Make sure the door is closed tightly.

Easy accessibility to the ice bin makes maintenance and cleaning simple.

# USING YOUR REFRIGERATOR

The interior of your refrigerator is completely illuminated by several bulbs, when you open the door.

## Changing the light bulbs

### ⚠ WARNING



#### Electrical Shock Hazard

**Unplug the refrigerator before removing a light bulb.**

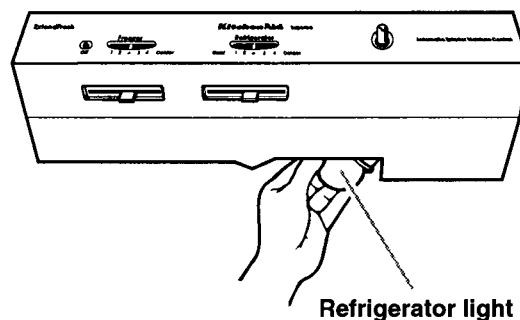
**Failure to do so can result in death or electrical shock.**

Your refrigerator has several light bulbs. This section shows you where they are located and tells you how to change them if they burn out. Before you change any light bulb in your refrigerator, be sure to turn the Refrigerator Control to OFF and unplug the refrigerator. After you have replaced the bulb, plug the refrigerator in and reset the Refrigerator Control to the desired setting.

**NOTE:** Not all commercial appliance bulbs will fit your refrigerator. Be sure to replace the bulb with one of the same size and shape.

#### Refrigerator light:

1. Reach behind the Control Panel and remove the bulb.
2. Replace the bulb with a 40-watt appliance bulb.



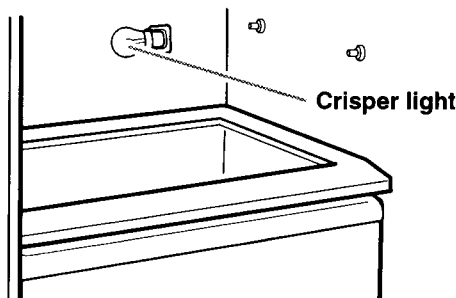
Refrigerator light

# USING YOUR REFRIGERATOR

## Changing the light bulbs (cont.)

### Crisper light:

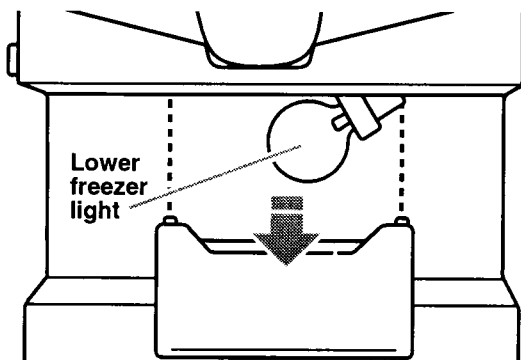
1. Pull the top of the light shield forward until it snaps free and lower it until the light bulb is visible.
2. Replace the bulb with a 40-watt appliance bulb.
3. Pull the top of the light shield up over the bulb and snap it onto the side wall supports.



**NOTE:** To remove light shield for cleaning, remove the crisper and the crisper cover. Then release the bottom of the shield from the lower side wall supports. Pull the light shield out from above the crisper cover and wash it with warm water and a liquid detergent. Dry the cover and replace it in the reverse order.

### Light below the ice bin:

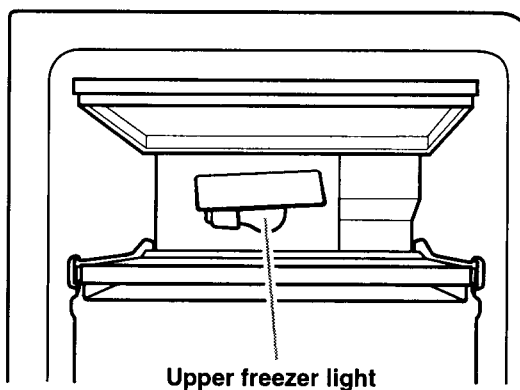
1. Push in the sides of the light shield and pull down until the shield snaps free.
2. Replace the bulb with a 40-watt appliance bulb.
3. Replace the light shield.



### Upper freezer light

(on some models):

1. Remove the light shield by grasping the top center of the shield and pulling forward while turning it slightly to one side.
2. Replace the bulb with a 40-watt appliance bulb.
3. To replace the light shield:
  - Grasp the top center of the shield and insert the tabs on one end into the slotted holes in the freezer liner.
  - Carefully bend the shield at the center to insert the tabs on the other end.

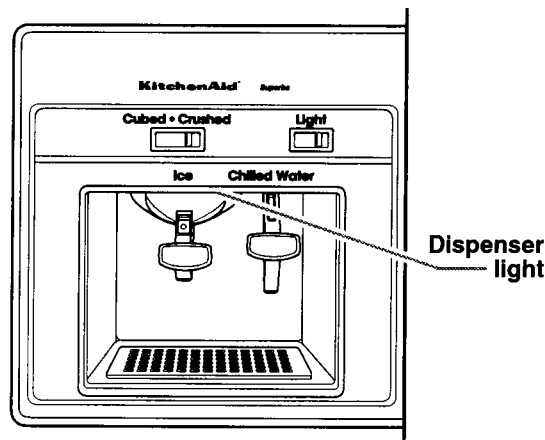


# USING YOUR REFRIGERATOR

## Changing the light bulbs (cont.)

### Dispenser area light:

1. Reach through the dispenser area to remove the bulb.
2. Replace the bulb with a heavy-duty 10-watt bulb, which can be purchased from your KitchenAid dealer.



## Understanding the sounds you may hear

**It is normal for your new refrigerator to make sounds that are unfamiliar.**

Your new refrigerator may make sounds that your old one didn't make. Because the sounds are new to you, you might be concerned about them. Most of the new sounds are normal. Hard surfaces, like the floor, walls, and cabinets can make the sounds seem louder than they actually are. Due to new product designs, there may be sounds that you are not familiar with. The following describes the kinds of sounds that might be new to you, and what may be making them.

- Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, and you may hear a pulsating or high pitched sound.
- Water dripping on the defrost heater during a defrost cycle may cause a sizzling sound.
- If your product is equipped with an ice maker, you will hear a buzzing sound when the water valve opens to fill the ice maker for each cycle.
- You may hear the evaporator fan motor circulating the air through the refrigerator and freezer compartments.
- As each cycle ends, you may hear a gurgling sound due to the refrigerant equalizing in your refrigerator.
- The defrost timer will click when the automatic defrost cycle begins and ends.
- The thermostat, refrigerator control, will click when cycling on and off.
- Rattling noises may come from the flow of refrigerant, the waterline, or items stored on top of the refrigerator.
- Contraction and expansion of the inside walls may cause a popping noise.

# USING YOUR REFRIGERATOR

## Saving energy

There are ways that you can help your refrigerator run more efficiently.

- Check the door gaskets for a tight seal. Leveling the cabinet will ensure a proper seal.
- Clean the condenser coils regularly. A coil cleaning brush is available for purchase (part number 4210463).
- Open the door as few times as possible.
- Don't block the air vents in the freezer and refrigerator so that cold air cannot flow freely. (See page 14.)
- Do not set your refrigerator and freezer at a colder setting than is needed. Keep the refrigerator control at the lowest number setting that keeps your ice cream firm and your drinks as cold as you like.
- Do not put your refrigerator next to a heat source, such as a range, water heater, furnace, radiator, or in direct sunlight.

**To maximize the energy efficiency of your KITCHENAID® refrigerator, please review these helpful tips.**

# CARING FOR YOUR REFRIGERATOR

Your refrigerator is built to give you many years of dependable service. However, there are a few things you can do to help extend its product life. This section tells you how to clean your refrigerator and what to do when going on vacation, moving, or during a power outage.

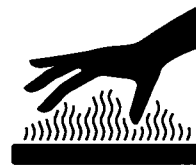
## Cleaning your refrigerator

Both the refrigerator and freezer sections defrost automatically. However, clean both about once a month to help prevent odors from building up. Wipe up spills right away.



To clean your refrigerator, turn the Refrigerator Control to OFF, unplug it, take out all removable parts, and clean the refrigerator according to the following directions. Always use a sponge or cloth with warm water and a mild detergent when cleaning.

### ⚠ WARNING



#### Burn Hazard

**Do not touch refrigeration tubes near defrost pan.**

**Doing so can result in burns.**

Keeping your refrigerator clean will enhance your overall enjoyment of the product.

PART	HOW TO CLEAN
<b>Removable parts</b> (shelves, crisper, etc.)	<ul style="list-style-type: none"><li>• Hand wash, rinse, and dry thoroughly.</li></ul>
<b>Outside</b>	<ul style="list-style-type: none"><li>• Wash outside of cabinet. Do not use abrasive or harsh cleaners.</li><li>• Wipe thoroughly.</li><li>• Wax painted, metal surfaces at least twice a year. Apply auto wax with a clean, soft cloth. <b>Waxing exterior painted, metal surfaces helps provide rust protection. Do not get wax on plastic parts or gaskets.</b></li></ul>
<b>Inside walls</b> (allow freezer to warm up so cloth won't stick)	<ul style="list-style-type: none"><li>• Wash with mixture of warm water and:<ul style="list-style-type: none"><li>– mild detergent, or</li><li>– baking soda (2 tbs to 1 qt [about 25 g to 1L] of water).</li></ul></li><li>• Wipe thoroughly.</li></ul>
<b>Door liners and gaskets</b>	<ul style="list-style-type: none"><li>• Wash and wipe thoroughly.</li></ul> <p><b>DO NOT USE</b> cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic parts or gaskets.</p>

# CARING FOR YOUR REFRIGERATOR

## Cleaning your refrigerator (cont.)

PART	HOW TO CLEAN
<b>Plastic parts</b> (covers and panels)	<ul style="list-style-type: none"> <li>• Wash and wipe thoroughly.</li> </ul> <p><b>DO NOT USE paper towels, window sprays, scouring cleansers, or flammable fluids. These can scratch or damage plastic parts. See "Important Safety Instructions" on page 3.</b></p>
<b>Defrost pan</b>	<ul style="list-style-type: none"> <li>• Remove base grille. (See below.)</li> <li>• Reach into small opening at left edge and remove the defrost pan.</li> <li>• Wash, rinse, and dry thoroughly.</li> <li>• Replace defrost pan. Make sure to push it completely into the opening.</li> <li>• Replace base grille.</li> </ul>
<b>Condenser coils</b>	<ul style="list-style-type: none"> <li>• Remove base grille.</li> <li>• Vacuum coils when dusty or dirty. Coils may need to be cleaned as often as every other month.</li> <li>• Replace base grille.</li> </ul>

## Removing the base grille

You will need to remove the base grille to clean the defrost pan or the condenser coils (see above) or to level the front of the refrigerator.

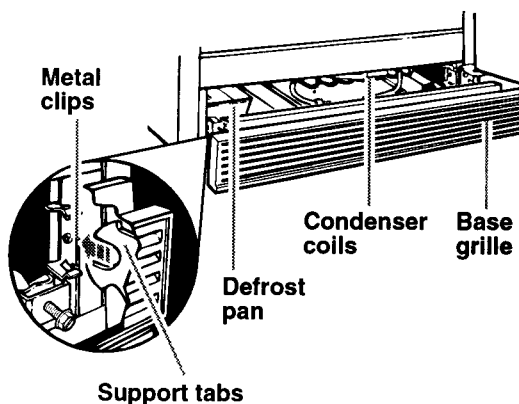
### To remove the base grille:

1. Open both doors.
2. Place hands along the ends of the grille, with your thumbs along the top. Push in with your thumbs and pull up on the bottom.

**NOTE:** Be sure to refasten the Tech Sheet behind the base grille after cleaning.

### To replace the grille:

1. Line up the grille support tabs with the metal clips.
2. Push the grille firmly to snap it into place and close the doors.



# CARING FOR YOUR REFRIGERATOR

**It is essential to prepare your refrigerator properly before turning it off for an extended period of time.**

## Vacation and moving care

### Short vacations

If you will be away for less than four weeks, there is no need to turn off your refrigerator. Use these tips to prepare your refrigerator before you leave.

1. Use up any perishables and freeze other items.
2. Raise ice maker signal arm to the OFF (up) position and shut off the water supply.
3. Empty the ice bin.

### Long vacations

If you will be gone for a month or more, follow these steps to prepare your refrigerator.

1. Turn off the water supply to the ice maker at least one day ahead of time.
2. When the last load of ice drops, turn off the ice maker and make sure all ice is dispensed out of the ice maker mechanism.
3. Remove all food from your refrigerator.
4. Turn the Refrigerator Control to OFF.
5. Unplug the refrigerator.
6. Remove water that may be in the defrost pan. (See page 31.)
7. Clean it, wipe it, and dry well.
8. To keep the doors propped open far enough for air to get in, tape rubber or wooden blocks to the tops of both doors. This will stop odor and mold from building up.

### Moving

When you are moving your refrigerator to a new home, follow these steps to prepare it for the move.

1. Turn off the water supply to the ice maker at least one day ahead of time.
2. Disconnect the water line from the back of the refrigerator.
3. When the last load of ice drops, lift the signal arm to the OFF (up) position.
4. Remove all food from the refrigerator and pack all frozen food in dry ice.
5. Turn the Refrigerator Control to OFF.
6. Unplug the refrigerator.
7. Empty water from the defrost pan.
8. Clean, wipe, and dry the entire product well.
9. Take out all removable parts, wrap them well, and tape them together so they don't shift and rattle during the move.
10. Screw in the leveling rollers.
11. Tape the doors shut and the power cord to the refrigerator cabinet.

When you get to your new home, put everything back and see page 6 for installation instructions. Also, if your refrigerator has an automatic ice maker, remember to reconnect the home water source to the refrigerator.

## Power interruptions

If the electricity in your house goes off, call the power company and ask how long it will be off.

1. If the power will be out for 24 hours or less, **keep both doors closed** to help foods stay cold and frozen.
2. If the power will be out for more than 24 hours:
  - (a) Remove all frozen food and store it in a frozen food locker.

### OR

- (b) Place 2 lb. (900 g) of dry ice in the freezer for every cubic foot (liter) of freezer space. This will keep the food frozen for two to four days. While handling dry ice, wear gloves to protect your hands from ice burns.

### OR

- (c) If neither a food locker or dry ice is available, use up or can perishable food at once.

**IMPORTANT:** A full freezer stays cold longer than a partly filled one. A freezer full of meat stays cold longer than a freezer full of baked goods. If food contains ice crystals, it may be safely refrozen, although the quality and flavor may be affected. If the condition of the food is poor, or if you feel it is unsafe, dispose of it.

**To keep your food cold during a power outage, consider these useful tips to avoid spoilage.**

# CARING FOR YOUR REFRIGERATOR

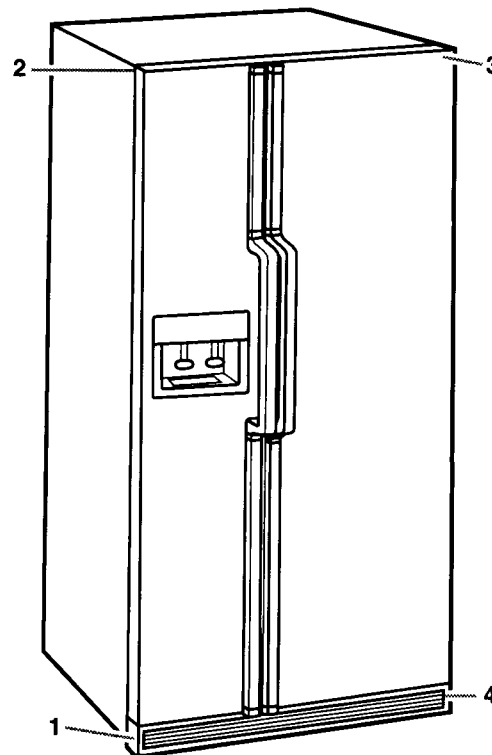
## Removing Doors

### ⚠ WARNING



**Electrical Shock Hazard**  
Unplug the refrigerator from electrical supply before removing doors.  
Failure to do so can result in death or electrical shock.

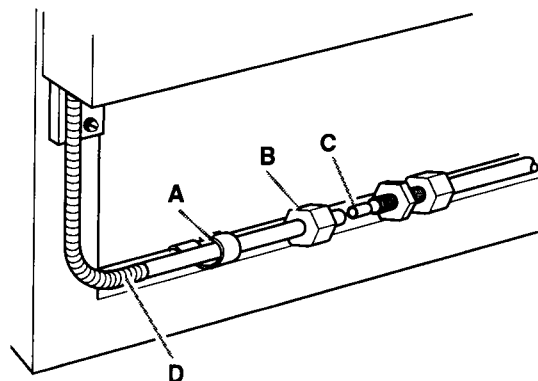
**NOTE:** Before removing doors, open both doors and remove base grille (see page 31).



### TOOLS NEEDED:

Phillips screwdriver, 1/4" hex-head socket wrench, 5/16" hex-head socket wrench.

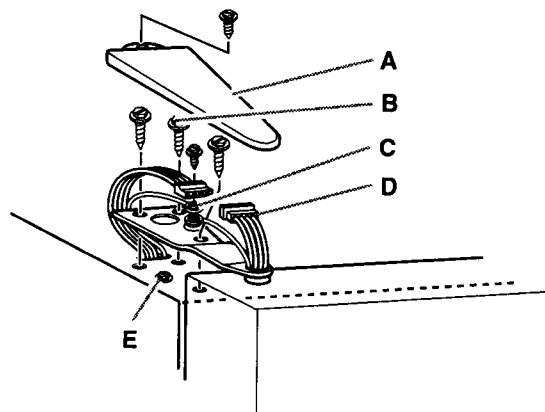
1. If you have a dispenser (ice or water), disconnect water line.
  - Remove hose from clip (A).
  - Disconnect union nut (B) and slide it back onto tube.
  - Remove metal insert (C) from tube.
  - Remove union nut (B) and spring (D).



2. Left top hinge
  - Remove hinge cover (A) and screws (B).
  - Disconnect wiring plug (D) and both ground wires (C).

Carefully lift door up off bottom hinge. Make sure you protect water line from damage.

**DO NOT REMOVE SCREW (E)**  
[not on all models]



# CARING FOR YOUR REFRIGERATOR

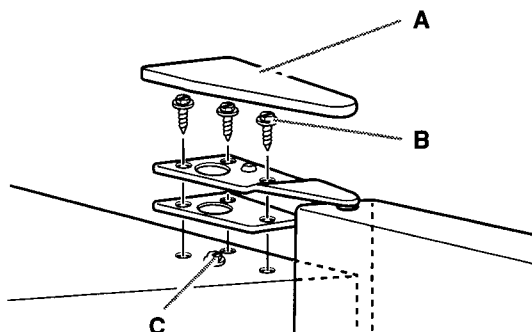
## Removing Doors (cont.)

### 3. Disassemble right top hinge.

- Pry off hinge cover (A).
- Remove screws (B).

Lift door up off bottom hinge.

**DO NOT REMOVE SCREW (C)**  
[not on all models]

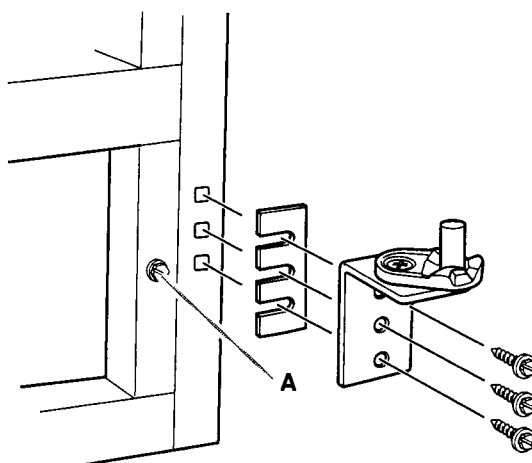


### 4. Bottom hinge, remove if necessary.

Similar construction on both bottom hinges.

**NOTE:** It may not be necessary to remove bottom hinge to move refrigerator through a doorway.

**DO NOT REMOVE SCREW (A)**  
[not on all models]



# FOOD STORAGE GUIDE

There is a correct way to package and store refrigerated or frozen food. To keep food fresher, longer, take the time to study these recommended steps.

## Storing fresh food

**Correct preparation of fresh foods before storage will ensure that they stay fresher for a longer period of time.**

Wrap or store food in the refrigerator in airtight and moisture-proof material unless otherwise noted. This prevents food odor and taste transfer throughout the refrigerator. For dated products, check code date to ensure freshness.

### Leafy vegetables

Remove store wrapping and trim or tear off bruised and discolored areas. Wash in cold water and drain. Place in plastic bag or plastic container and store in crisper.

### Vegetables with skins

(carrots, peppers)

Store in crisper, plastic bags, or plastic container.

### Fruit

Wash, let dry, and store in refrigerator in plastic bags or crisper. Do not wash or hull berries until they are ready to use. Sort and keep berries in original container in a crisper, or store in a loosely closed paper bag on a refrigerator shelf.

### Eggs

Store without washing in original carton on interior shelf or in egg bin on some models.

### Milk

Wipe milk cartons. For best storage, place milk on interior shelf.

### Butter or margarine

Keep opened butter in covered dish or closed compartment. When storing an extra supply, wrap in freezer packaging and freeze.

### Cheese

Store in the original wrapping until you are ready to use it. Once opened, rewrap tightly in plastic wrap or aluminum foil.

### Leftovers

Cover leftovers with plastic wrap or aluminum foil. Plastic containers with tight lids can also be used.

### Meat

Store most meat in original wrapping as long as it is airtight and moisture-proof. Rewrap if necessary. See the following for storage times. When storing meat longer than the times given, freeze the meat.

Chicken .....	1-2 days	Bacon .....	5-7 days
Ground beef .....	1-2 days	Cold cuts ...	3-5 days
Steaks/roasts .....	3-5 days	Variety meats .....	1-2 days
Cured meats .....	7-10 days		

### Fish

Use fresh fish and shellfish the same day as purchased.

# FOOD STORAGE GUIDE

## Storing frozen food

The freezer section is designed for storage of commercially frozen food and for freezing food at home.

**NOTE:** For further information about preparing food for freezing or food storage times, check a freezer guide or reliable cookbook.

### Packaging

The secret of successful freezing is in the packaging. The way you close and seal the package must not allow air or moisture in or out. Packaging done in any other way could cause food odor and taste transfer throughout the refrigerator and drying of frozen food.

#### **Packaging recommended for use:**

- \* Rigid plastic containers with tight-fitting lids
- \* Straight-sided canning/freezing jars
- \* Heavy-duty aluminum foil
- \* Plastic-coated paper
- \* Non-permeable plastic wraps (made from saran film)
- \* Specified freezer self-sealing plastic bags

Follow package or container instructions for proper freezing methods.

#### **Do not use:**

- \* Bread wrappers
- \* Non-polyethylene plastic containers
- \* Containers without tight lids
- \* Wax paper
- \* Wax-coated freezer wrap
- \* Thin, semi-permeable wrap

The use of these wrappings could cause food odor, taste transfer, and drying of frozen food.

### Freezing

Do not expect your freezer to quick-freeze any large quantity of food. Put no more unfrozen food into the freezer than will freeze within 24 hours (no more than two to three lbs of food per cubic foot [900-1,350 g per liter] of freezer space). Leave enough space for air to circulate around packages. Be careful to leave enough room at the front so the door can close tightly.

Storage times will vary according to the quality and type of the food, the type of packaging or wrap used, (airtight and moisture-proof), and the storage temperature.

Ice crystals inside a sealed package are normal. This simply means that moisture in the food and air inside the package has condensed, creating ice crystals.

**Freezing some foods will allow you to store them for a longer period of time.**

# TROUBLESHOOTING GUIDE

You can solve many common refrigerator problems easily, saving you the cost of a possible service call. Try the suggestions below to see if you can solve your problem without outside help. If the suggestions do not work, please call the KitchenAid Consumer Assistance Center toll-free from anywhere in the U.S. at **1-800-422-1230**.

## Your refrigerator will not operate

Answers to  
some of your  
more common  
questions.

Check if...	Then...
The power supply cord is unplugged.	Firmly plug the cord into a live outlet with proper voltage.
A household fuse has blown or circuit breaker has tripped.	Replace the fuse or reset the circuit.
The Refrigerator Control is turned to the "OFF" position.	Turn the Refrigerator Control to a number setting. See "Setting the controls" on page 12.
The refrigerator is defrosting.	Recheck to see if the refrigerator is operating in 30 minutes. Your refrigerator will regularly run an automatic defrost cycle.

## The lights do not work

Check if...	Then...
The power supply cord is unplugged.	Firmly plug the cord into a live outlet with proper voltage.
A household fuse or circuit breaker has tripped.	Replace the fuse or reset the circuit.
A light bulb is loose in the socket.	Turn the Refrigerator Control to OFF. Disconnect the refrigerator from the electrical supply. Gently remove the bulb and reinsert. Then reconnect the refrigerator to the electrical supply and reset the Refrigerator Control.
A light bulb has burned out.	Replace with an appliance bulb of the same wattage, size, and shape. See "Changing the light bulbs" on pages 26-28.

# TROUBLESHOOTING GUIDE

## There is water in the defrost drain pan

Check if...	Then...
The refrigerator is defrosting.	The water will evaporate. It is normal for water to drip into the defrost pan.
It is more humid than normal.	Expect that the water in the defrost pan will take longer to evaporate. This is normal when it is hot or humid.
Water in the defrost pan is overflowing.	Check to make sure your refrigerator is level. (See "Leveling and door alignment" on page 8.) If it is still overflowing there is probably something wrong with the refrigerator. Call the Consumer Assistance Center at <b>1-800-422-1230</b> .

## The motor seems to run too much

Check if...	Then...
The room temperature is hotter than normal.	Expect the motor to run longer under warm conditions. At normal room temperatures, expect your motor to run about 40% to 80% of the time. Under warmer conditions, expect it to run even more of the time.
A large amount of food has just been added to the refrigerator.	Adding a large amount of food warms the refrigerator. It is normal for the motor to run longer in order to cool the refrigerator back down. See "Food Storage Guide" on page 36.
The door is opened often.	Expect the motor to run longer when this occurs. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed.
The controls are not set correctly for the surrounding conditions.	See "How the controls work" on page 12.
The doors are not closed completely.	Push the doors firmly shut. If they will not shut all the way, see "The doors will not close completely," on page 46.
The doors are misaligned.	See "Leveling and door alignment" on page 8 or call the Consumer Assistance Center at <b>1-800-422-1230</b> .
The base grille is dirty or blocked.	This prevents air circulation and makes the motor work harder. Remove the grille and clean. See "Removing the base grille" on page 31.

continued on next page

# TROUBLESHOOTING GUIDE

## The motor seems to run too much (cont.)

Check if...	Then...
The condenser coils are dirty.	This prevents air transfer and makes the motor work harder. Clean the condenser coils. See "Cleaning your refrigerator" on page 31.
	<b>If the problem is not due to any of the above,</b> remember that your new refrigerator will run longer than your old one due to its high efficiency motor.

## The ice maker is not producing ice

Check if...	Then...
The freezer temperature is not cold enough to produce ice.	See "Setting the controls" on page 12.
The ice maker arm is in the "OFF" (up) position.	Lower arm to the "ON" (down) position. See "Using the automatic ice maker" on page 15.
An ice cube is jammed in the ejector arm.	Remove the ice from the ejector arm with a plastic utensil. See page 15 for ejector arm location.
The ice maker mold has no water in it or no ice has been produced.	Check to see if your refrigerator has been connected to your home water supply and the water shut-off valve is turned on. See "Attaching the ice maker to a water supply" on pages 9-11. Within 72 hours your icemaker should begin producing ice.
The water line shut-off valve to the refrigerator is not turned on.	Turn on the water valve. See "Attaching the ice maker to a water supply" on pages 9-11. If not due to any of the above, there may be a problem with the water line. Contact the Consumer Assistance Center at 1-800-422-1230.

# TROUBLESHOOTING GUIDE

## The ice maker is producing too little ice

Check if...	Then...
The ice maker has just been installed.	Wait 72 hours for full ice production to begin. Once your refrigerator is cooled down, the ice maker should begin producing 70-120 cubes every 24 hours.
A large amount of ice has just been removed.	Allow 24 hours for ice maker to restock.
The controls are not set correctly.	See "Setting the controls" on page 12.
The water shut-off valve is not turned completely on.	Turn valve on fully. See "Attaching the ice maker to a water supply" on page 9.
There is a water filter installed on the refrigerator. This filter may be clogged or installed incorrectly.	First, check the filter installation instructions to ensure that the filter was installed correctly and is not clogged. If installation or clogging is not a problem, call the Consumer Assistance Center at <b>1-800-422-1230</b> .

## The ice dispenser will not operate properly

Check if...	Then...
The freezer door is not closed completely.	Push the door firmly shut. If it will not shut all the way, see "The doors will not close completely" on page 46.
The ice bin is not installed correctly.	Push the ice bin in all the way. If the ice bin does not go in all the way, it may not be put in straight. Pull it out and try again.
The wrong ice has been added to the bin.	Use only cubes produced by the current ice maker. If other cubes have been added, remove all cubes and check to see that none have become stuck in the delivery chute.
The ice has frozen in the ice bin.	Shake the ice bin to separate cubes. If cubes do not separate, empty bin and wait 24 hours for ice to restock.
The ice has melted around the auger (metal spiral) in the ice bucket.	Dump the ice cubes and clean the ice bucket completely. Allow 24 hours for the ice maker to re-stock. Do not try to remove the melted ice with a sharp object. You could damage the ice bucket.
Ice is stuck in the delivery chute.	Clear the ice from the delivery chute with a plastic utensil. Do not use anything sharp to remove the ice. You could cause damage.

continued on next page

# TROUBLESHOOTING GUIDE

## The ice dispenser will not operate properly (cont.)

Check if...	Then...
There is no ice in the bucket.	See "The ice maker is not producing ice" on page 40.
The dispenser arm has been held in too long.	Release dispenser arm. Ice will stop dispensing when the arm is held in too long. Wait three minutes for dispenser motor to reset before using again. (For future use, take large amounts of ice directly from the ice maker so that the dispenser arm is not held in too long.)

## The water dispenser will not operate properly

Check if...	Then...
The freezer door is not closed completely.	Push the door firmly shut. If it will not shut all the way, see "The doors will not close completely" on page 46.
The water tank has not filled.	The water tank needs to be filled the first time it is used. Depress the water dispenser bar with a large container until you draw two or three quarts (1.9 to 2.8 L) of water. Discard water. (Refer to page 17 for further instructions on filling the water tank.)
The water shut-off valve is not turned on or the water line is not connected at the source.	Check to be sure the water shut-off valve is turned on and the water source is connected to the refrigerator. Refer to pages 10-11 for directions.
The water shut-off valve is clogged or incorrectly installed.	Refer to pages 9 and 10. Call the Consumer Assistance Center at <b>1-800-422-1230</b> or a plumber.
There is a kink in the home water source line.	If you find or suspect a kink in the water line, call the Consumer Assistance Center at <b>1-800-422-1230</b> .
There is a water filter installed on the refrigerator. This filter may be clogged or incorrectly installed.	First, check the filter installation instructions to ensure that the filter was installed correctly and is not clogged. If installation or clogging is not a problem, call the Consumer Assistance Center at <b>1-800-422-1230</b> .

# TROUBLESHOOTING GUIDE

## Water or ice is leaking from the dispenser

Check if...	Then...
The glass is not being held under the ice dispenser long enough, causing the ice to spill.	Hold the container under the ice chute for two to three seconds after releasing the dispenser lever. A small amount of ice may dispense after the lever is released.
The glass is not being held under the water dispenser long enough, causing water to drip.	Hold the container under the water dispenser two to three seconds after releasing the dispenser lever. Water may continue to dispense during this time.
An ice cube is stuck in the chute and holding the trap door open.	Remove the cube.

## The dispenser water is not cool enough

Check if...	Then...
The refrigerator has been newly installed.	Allow 24 hours for the tank to cool completely.
A large amount of water has been recently dispensed.	Allow 24 hours for the tank to cool completely.
No water has been recently dispensed.	The first glass of water may not be cool. Discard the first glass of water.

## Off-taste or odor in the ice

Check if...	Then...
The plumbing connections are new, causing discolored or off-flavored ice.	Discard the first few batches of ice.
The ice cubes have been stored for too long.	Throw old ice away and make a new supply.
Food in the freezer has not been wrapped properly.	See page 36 for food storage instructions.
Freezer and ice bin need to be cleaned.	See page 30 for cleaning instructions.
Water contains minerals (such as sulfur).	A filter may need to be installed to remove the minerals.

# TROUBLESHOOTING GUIDE

## The center divider between the two compartments is warm

Check if...	Then...
The condenser coils or base grille is dirty or clogged.	Clean according to the directions on page 31.
	<b>If not due to any of above</b> , the warmth is probably due to normal operation of the automatic exterior moisture control. If still concerned, call the Consumer Assistance Center at <b>1-800-422-1230</b> .

## Temperature is too warm

Check if...	Then...
The air vents are blocked in either compartment. This prevents the movement of cold air from the freezer to the refrigerator.	Remove any objects from in front of the air vents. Refer to page 14 for the location of air vents.
The door(s) are opened often.	Be aware that the refrigerator will warm when this occurs. In order to keep the refrigerator cool, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed.
A large amount of food has just been added to the refrigerator or freezer.	Adding a large amount of food warms the refrigerator. It can take several hours for the refrigerator to return to the normal temperature.
The controls are not set correctly for the surrounding conditions.	See "How the controls work" on page 12.

# TROUBLESHOOTING GUIDE

## There is interior moisture build-up

Check if...	Then...
The air vents are blocked in the refrigerator.	Remove any objects from in front of the air vents. Refer to page 14 for the location of air vents.
The door is opened often.	To avoid humidity build-up, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (When the door is opened, humidity from the outside air enters the refrigerator. The more often the door is opened, the faster humidity builds up, especially when the room itself is very humid.)
The room is humid.	It is normal for moisture to build up inside the refrigerator when the outside air is humid.
The food is not packaged correctly.	Check that all food is securely wrapped. If necessary, repackage food according to the guidelines on page 36, the "Food Storage Guide." Wipe off damp food containers before placing in the refrigerator.
The controls are not set correctly for the surrounding conditions.	See "How the controls work" on page 12.
A self defrost cycle was completed.	It is normal for droplets to form on the back wall after the refrigerator self-defrosts.

# TROUBLESHOOTING GUIDE

## The doors will not close completely

Check if...	Then...
Food packages are blocking the door open.	Rearrange containers so that they fit more tightly and take up less space.
The ice bin is out of position.	Push the ice bin in all the way.
The pans, shelves, bins, or baskets are out of position.	Put all pans, shelves, bins, and baskets back into their correct position.
The gaskets are dirty.	Clean gaskets according to the directions on page 29.
The refrigerator is not level.	Level the refrigerator. Refer to "Leveling and door alignment" on page 8.
The doors were removed during product installation and not properly replaced.	Remove and replace the doors according to the removal instructions that came with your refrigerator. Or, call the Consumer Assistance Center at 1-800-422-1230.

## The doors are difficult to open

Check if...	Then...
The gaskets are dirty or sticky.	Clean gaskets according to the directions on page 29.

# REQUESTING ASSISTANCE OR SERVICE

To avoid unnecessary service calls, please check the "Troubleshooting Guide" on pages 38-46. It may save you the cost of a service call. If you still need help, follow the instructions below.

## If you need assistance or service

**Call the KitchenAid Consumer Assistance Center toll free at 1-800-422-1230.**



When calling:

Please provide KitchenAid with the purchase date, and the complete model and serial number of your appliance (see page 2). This information will help us better respond to your request.

**Our consultants provide assistance with:**

- Features and specifications on our full line of appliances
- Installation information
- Use and maintenance procedures

- Accessory and repair parts sales
- Do-it-yourself repair help
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.)
- Referrals to local dealers, service companies, and repair parts distributors

**KitchenAid service technicians** are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States.

To locate the authorized KitchenAid service company in your area, you can also look in your telephone directory Yellow Pages.

## If you need replacement parts

If you need to order replacement parts, we recommend that you only use factory authorized parts. These parts will fit right and work right, because they are made to the same exacting specifications used to build every new KITCHENAID appliance.

To locate factory authorized replacement parts in your area, call our Consumer Assistance Center telephone number or your nearest authorized service center.

**Remember to use only authorized KITCHENAID<sup>®</sup> replacement parts in your refrigerator.**

## For further assistance

If you need further assistance, you can write to KitchenAid with any questions or concerns at:

KitchenAid Brand Home Appliances  
Consumer Assistance Center  
c/o Correspondence Dept.  
2000 North M-63  
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

If the dealer, authorized servicer, and Whirlpool have failed to resolve your problem, you can contact the Major Appliance Consumer Action Program (MACAP). MACAP is a group of independent consumer experts that voice consumer views at the highest levels of the major appliance industry. MACAP will in turn inform us of your action.

Major Appliance Consumer Action Program  
20 North Wacker Drive  
Chicago, IL 60606

# FOR ASSISTANCE OR SERVICE IN CANADA:

## If you need assistance ...

Contact the dealer from whom you purchased your appliance, or your nearest KitchenAid Canada Appliance Service Branch. Please include a daytime phone number in your correspondence.



## If you need service ...

Contact your nearest KitchenAid Canada Appliance Service Branch or an authorized servicing outlet.



**NOTE:** When you call for service, please include a detailed description of the problem, the model and serial numbers, and the purchase date. This information is necessary to answer your call quickly.

## KitchenAid Canada appliance service – consumer services

**Authorized  
KITCHENAID®  
Appliance Ser-  
vice Branches  
are located  
throughout  
Canada.**

### Direct service branches:

<b>BRITISH COLUMBIA</b>	<b>Vancouver</b>	KitchenAid Canada Appliance Service 3627 E. 4th Avenue	(604) 291-6426 1-800-665-6788
<b>ALBERTA</b>	<b>Edmonton</b>	KitchenAid Canada Appliance Service 16236 116th Avenue	(403) 453-3900 1-800-661-6291
<b>ONTARIO</b>	<b>Toronto (Mississauga)</b>	KitchenAid Canada Appliance Service 5945 Ambler Drive	(905) 821-3900 1-800-807-6777
	<b>Ottawa</b>	KitchenAid Canada Appliance Service 28 Capital Drive	(613) 225-0510 1-800-267-3456
<b>MANITOBA</b>	<b>Winnipeg</b>	KitchenAid Canada Appliance Service 1683 Church Avenue	(204) 694-5308 1-800-665-1683
<b>QUEBEC</b>	<b>Montreal (Laval)</b>	KitchenAid Canada Appliance Service 2750 Francis Hughes	(514) 382-8110 1-800-361-3032
	<b>Brossard</b>	KitchenAid Canada Appliance Service 9605 F. Ignace Street	(514) 397-1840 1-800-361-0950
	<b>Quebec City</b>	KitchenAid Canada Appliance Service 5275 Blvd. Wilfrid Hamel, Suite 140	(418) 871-5251 1-800-463-1523
	<b>Sherbrooke (Rock Forest)</b>	KitchenAid Canada Appliance Service 3475 Industrial Blvd.	(819) 564-6565 1-800-567-6966
<b>NOVA SCOTIA</b>	<b>Dartmouth</b>	KitchenAid Canada Appliance Service 900 Windmill Road	(902) 468-6634 1-800-565-1598
<b>SASKATCHEWAN</b>	<b>Regina</b>	KitchenAid Canada Appliance Service	1-800-665-1683
	<b>Saskatoon</b>	KitchenAid Canada Appliance Service	1-800-665-1683

For service in areas other than those listed, contact your Appliance Dealer.

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# REFRIGERATOR WARRANTY

LENGTH OF WARRANTY:	KITCHENAID WILL PAY FOR:	KITCHENAID WILL NOT PAY FOR:
<b>ONE YEAR FULL WARRANTY</b> FROM DATE OF PURCHASE	Replacement parts and repair labor costs to correct defects in materials or workmanship. Service must be provided by an authorized KitchenAid servicing outlet.	<b>A.</b> Service calls to: <ol style="list-style-type: none"> <li>1. Correct the installation of the refrigerator.</li> <li>2. Instruct you how to use the refrigerator.</li> <li>3. Replace house fuses or correct house wiring.</li> <li>4. Replace house plumbing.</li> </ol> <b>B.</b> Repairs when refrigerator is used in other than normal home use. <b>C.</b> Damage resulting from accident, alteration, misuse, abuse, improper installation, or installation not in accordance with local electrical codes or plumbing codes. <b>D.</b> Any food loss due to product failure. <b>E.</b> Any labor costs during the limited warranties. <b>F.</b> Replacement parts or repair labor costs for units operated outside the United States. <b>G.</b> Pickup and delivery. This product is designed to be repaired in the home. <b>H.</b> Repairs to parts or systems caused by unauthorized modifications made to the appliance.
<b>SECOND THROUGH FIFTH YEAR FULL WARRANTY</b> FROM DATE OF PURCHASE	Replacement or repair of the refrigerator/freezer cavity liner, (including labor costs) if the part cracks due to defective materials or workmanship. Service must be provided by an authorized KitchenAid servicing outlet. Replacement parts and repair labor costs to correct defects in materials or workmanship in the sealed refrigeration system. These parts are: <ol style="list-style-type: none"> <li>1. Compressor; 2. Evaporator;</li> <li>3. Condenser; 4. Drier;</li> <li>5. Connecting Tubing.</li> </ol> Service must be provided by an authorized KitchenAid servicing outlet.	
<b>SIXTH THROUGH TENTH YEAR LIMITED WARRANTY</b> FROM DATE OF PURCHASE	Replacement parts to correct defects in materials or workmanship in the sealed refrigeration system. These parts are: <ol style="list-style-type: none"> <li>1. Compressor; 2. Evaporator;</li> <li>3. Condenser; 4. Drier;</li> <li>5. Connecting Tubing.</li> </ol>	
<b>LIMITED LIFETIME WARRANTY</b> SECOND YEAR THROUGH LIFE OF PRODUCT FROM DATE OF PURCHASE	Replacement of all SLIDE 'N' LOCK* Door Bins and SLIDE 'N' LOCK Can Racks due to defective materials or workmanship.	

3/96

**KITCHENAID AND KITCHENAID CANADA DO NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.** Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you.

**This warranty gives you specific legal rights and you may also have other rights which may vary from state to state or province to province.**

If you need service, first see the "Requesting Assistance or Service" section of this book. After checking "Requesting Assistance or Service," additional help can be found by calling our Consumer Assistance Center telephone number, **1-800-422-1230**, from anywhere in the U.S. For service in Canada, see page 48.